

Code: 3473
Health and Welfare Service
Medical and Social Service Group
Public Health Series

CLASS TITLE: **Neighborhood Health Center Administrator II**

CHARACTERISTICS OF THE CLASS: Under direction, the class is managerial in nature, directing and coordinating health service programs and support service operations at a **large** neighborhood health center and its satellite stations; and performs related duties as required.

ESSENTIAL DUTIES: Manages a medical center's health programs, developing and implementing policies and procedures to ensure the effective delivery of quality medical and health related support services to clients; supervises program staff and monitors adherence to established medical protocols for client care; directs administrative and clerical staff engaged in the preparation and maintenance of patient records and files, purchasing, inventory control, timekeeping and other office support activities; oversees staff responsible for maintaining clients' financial records, determining and collecting service fees and maintaining revenue collection records; responds to problems or complaints from staff or clients regarding the center's health services; directs the preparation of the center's operating budget and the preparation of expenditures and revenue reports; establishes and maintains linkages with other community health and health related providers to better coordinate and facilitate the delivery of services to community residents; develops working relationships with community groups and attends community meetings to promote the department's health programs and services; prepares management reports on the center's operations including client service statistics.

RELATED DUTIES: Represents the department at community meetings and chairs facility health board meetings; participates in departmental efforts to streamline clinic operations, creating cost efficiencies and improving client services.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in Public Health Administration or a related field supplements by five years of progressively responsible administrative experience including two years of supervisory experience, or an equivalent combination of training and experience.

Code: 3473
Health and Welfare Service
Medical and Social Service Group
Public Health Series

CLASS TITLE: **Neighborhood Health Center Administrator II (Cont'd)**

Knowledge, Abilities and Skill. Good knowledge of the principles and

practices of public health administration. Good knowledge of departmental medical and public health protocols. Good knowledge of the resources and services provided by other community health and social service agencies. Good knowledge of managerial and supervisory methods and practices.

Ability to administer public health programs. Ability to develop and implement standards for client care. Ability to deal effectively with medical professional, administrative and clerical staff and clients. Ability to prepare and administer operating budgets.

Good supervisory and management skills. Good organizational skills. Good human relations skills. Excellent oral and written communication skills.

Working Conditions. General Office environment.

Equipment. Standard office equipment including personal computers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class

May, 2004
City of Chicago
Department of Personnel